



HOPI GUIDANCE CENTER
(Social Services Program)

SOCIAL SERVICES REPRESENTATIVE

INTRODUCTION: This position consists of determining eligibility criteria for General Assistance, Indigent Burial and Emergency Assistance to families and members of the Hopi Tribe.

DUTIES: (The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive)

1. Receives and reviews incoming applications for Social Services-General Assistance; prepares appropriate forms and initiates process to determine eligibility requirements for services requested; signs and adheres to Hopi Guidance Center Confidentiality Agreement.
2. Assists clients seeking financial assistance under Social Services-General Assistance Program by interviewing and/or referring clients to other agencies such as Temporary Assistance for Needy Families (TANF), Workforce Investment Act Program (WIA), and other resources; develops Individual Self-Sufficiency Plans (ISPs) for clients to help meet goals and objectives to gain employment through specific action steps to attain self-sufficiency.
3. Keeps updated and familiar with CFR Subchapter D-Human Services Part 20 to conduct reviews and re-determine eligibility with on-going General Assistance recipients every three to six months or whenever there is a change of status with clients; determine employable and unemployables and what earned income and *unearned* income includes.
4. Computes financial assistance payments and prorates recurring income in accordance with State guidelines and regulations; adheres to correct and appropriate procedures when an appeal is filed and ensures due process is fulfilled.
5. Works closely with families and individuals to provide burial costs for those who meet the eligibility criteria. Coordinates and collaborates with County and State Departments, Social Security and Veteran's Offices and other outside agencies along with mortuaries and funeral homes to ensure quality care is taken; assists families with correspondence, records and other forms needed to obtain death certificates and other pertinent information
7. Provides Emergency Assistance to individuals and families when their home and personal possessions have been destroyed by fire, flood or other means.
8. Provides timely and accurate statistics and expense reports which is submitted to the Western Region Funding Agency on a Quarterly Analysis Report; these reports justify the need for the Hopi General, Burial & Emergency Assistance Programs.
9. Conducts consistent in-service training to all Social Services staff to obtain affluent knowledge and cross training.
10. Performs other related duties as assigned or authorized by the supervisor to achieve the scope of the work and Hopi Guidance Center goals and objectives.

COMPLEXITY: The work includes responsibilities requiring the ability to organize processes in accordance with Federal/State rules and regulations. Working and communicating well with a variance of people while providing quality services in cases involving considerable stress including unexpected loss, tragic deaths, and other sensitive and unforeseen situations.

SUPERVISION RECEIVED: The incumbent is under general supervision and line authority of the ICWA Coordinator. The incumbent and supervisor, in consultation, define the objectives, priorities and deadlines and assists the incumbent with unusual situations which do not have clear precedents. The incumbent plans and carries out the successive steps and handles problems and deviation in the work assignment in accordance with instruction, policies, previous training or accepted practices in the occupation. Completed work is evaluated for technical soundness, appropriateness and conformity to policy and requirements.

PERSONAL CONTACTS: Contacts are with employees within/outside work area, clients, representatives from federal, state and county agencies, mortuary/funeral home managers, local community members and the general public. The purpose of these contacts is to exchange factual information, provide assistance/services and establish a network of working relationships.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS: Work is performed in a standard office environment, in the client home and other community locations requiring normal safety precautions typical of office/meeting rooms, in the field and working around office machines/equipment. The work will require the incumbent to work beyond the normal working hours. Incumbent must be able to work well under stressful and sensitive conditions especially for burials given 4-day timelines for return to Hopi, and maintain utmost confidentiality while dealing and assisting individuals and families. Moderate travel on and off the reservation will be required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training, and Experience:

A. Education : Two (2) years post-secondary education in social services or related field;

AND

B. Experience : Three (3) years work experience in social services field at a para-professional level;

OR

C. Any equivalent combination of Education, Training, and Experience that demonstrates the ability to perform the duties and responsibilities of this position.

2. Required Knowledge, Skills and Abilities:

A. Knowledge:

Knowledge of the Western Region Human Services Gray Book consisting of CFR Subchapter D-Human Services Part 20 specifying General Assistance, Indigent Burial and Emergency Assistance.

Knowledge of methods to determine eligibility criteria, which includes prorating monthly financial figures

Knowledge of preparing statistical and expenditure reports using Excel spreadsheets

Knowledge of preparing narrative documentation for client cases and quarterly reports

B. Skills:

Excellent verbal and written communication skills

Excellent interviewing skill for obtaining personal information

Skill in operating modern office machines/equipment and applicable software programs

C. Abilities:

Ability to maintain strict client confidentiality and information in compliance with quality assurance and professional standards

Ability to prepare clear and concise narratives for client files and reports
Ability to handle stressful and sensitive client situations while providing respectful and compassionate quality services
Ability to work independently and confer with supervisor when appropriate
Ability to work positively and effectively with co-workers, other agencies and the general public

NECESSARY REQUIREMENTS:

1. Must complete and pass the pre-employment screening (includes a fingerprint and background investigation) in accordance with the Hopi Tribal Policy.
2. Must possess an Arizona driver's license and satisfactorily pass the Hopi Tribe's Defensive Driving Course.

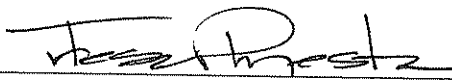
PREFERRED REQUIREMENT:

1. Must be able to speak the Hopi Language and communicate effectively with Hopi clients.

CONDITION TO EMPLOYMENT:

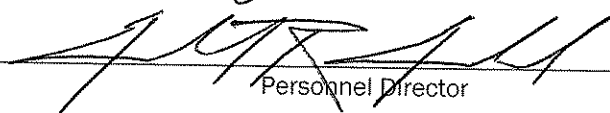
All offers of employment will be contingent upon successful completion of all reference checks, education verification (including credentials, licenses and degrees), and background investigation and other pre-employment screening requirement.

REVIEWED BY:


Hiring Authority

3/16/11
Date

APPROVED BY:


Personnel Director

3-16-11
Date

NON-EXEMPT
Range 24
03/2011